

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Application of Southern California Edison Company (U 338-E) for Approval of its 2012-2014 California Alternate Rates for Energy and Energy Savings Assistance Programs and Budgets.	Application 11-05-017 (Filed May 16, 2011)
Application of Southern California Gas Company (U904G) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-018 (Filed May 16, 2011)
Application of Pacific Gas and Electric Company for Approval of the 2012-2014 Energy Savings Assistance and California Alternate Rates for Energy Programs and Budget (U39M).	Application 11-05-019 (Filed May 16, 2011)
Application of San Diego Gas & Electric Company (U902M) for Approval of Low-Income Assistance Programs and Budgets for Program Years 2012-2014.	Application 11-05-020 (Filed May 16, 2011)

**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013**

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**MONTHLY REPORT OF SOUTHERN CALIFORNIA GAS COMPANY (U 904 G) ON
LOW-INCOME ASSISTANCE PROGRAMS FOR OCTOBER 2013**

This is the tenth monthly report of program year (PY) 2013. The purpose of this report is to consolidate activity for the CARE Program and Energy Savings Assistance Program and provide the Energy Division with all the necessary information to assist in analyzing the low-income programs.

This report presents year-to-date Energy Savings Assistance Program and CARE results and expenditures through October 2013 for Southern California Gas Company (SoCalGas).

Respectfully Submitted

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**Southern California Gas Company
Energy Savings Assistance Program
(ESA Program)
And
California Alternate Rates for Energy (CARE)
Program Monthly Report**

LOW-INCOME ASSISTANCE PROGRAMS MONTHLY REPORT

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ENERGY SAVINGS ASSISTANCE PROGRAM MONTHLY REPORT

1. Energy Savings Assistance Program Executive Summary

1.1. Energy Savings Assistance Program Overview

1.1.1. Provide a summary of the Energy Savings Assistance Program elements as approved in Decision (D.) 12-08-044:

Program Summary through October 2013			
	Authorized / Planning Assumptions*	Actual to Date	%
Budget **	\$117,559,855	\$73,630,106.00	57%
Homes Treated	136,836	81,804	60%
kWh Saved	N/A	N/A	N/A
kW Demand Reduced	N/A	N/A	N/A
Therms Saved	2,417,480 ***	2,305,851	95%

* Program decision D.12-08-044 was issued August 30, 2012; table reflects updated budgets and goals.

** Reflects authorized levels; does not reflect fund shift transactions performed in prior months.

*** Value shown represents the estimated energy savings for Program Year 2013 associated with the requested funding in Application (A.) 11-05-018. Funding was increased pursuant to D.11-08-044, which did not contain an associated upward energy savings estimate.

During October, treated enrollments were 10,231, resulting in the third-strongest month yet in 2013, but still below the pace necessary to reach SoCalGas' 2013 goal of 136,836 treated enrollments. At the current rate, SoCalGas expects to exceed the number of 2012 treated enrollments by as much as 10% in 2013. As summarized in this monthly report, SoCalGas continues to utilize various customer outreach activities (including direct mailing and outbound dialing) to increase customer enrollments.

Fund shifts addressed in the July and September 2013 monthly reports together increased the total ESA Program budget for 2013 to \$128,588,083 from \$117,559,855.

1.2. Energy Savings Assistance Program Customer Outreach and Enrollment Update

1.2.1. Provide a summary of the Energy Savings Assistance Program outreach and enrollment strategies deployed this month.

Ethnic and Mass Media Campaign

SoCalGas' ethnic ESA Program awareness campaign was launched in September and will continue through mid-November. The focus of the campaign is to raise awareness of no-cost energy-saving home improvements through the ESA Program and drive qualified customers to the socialgas.com website to fill out an online enrollment form. The advertising channels to communicate this message include digital media, billboards, print ads, social media, and mobile devices. The advertising campaign: "Our own team of contractors at no cost" shows ESA Program contractors with customers in order to reach SoCalGas' cross cultural diverse audience.

For the digital element, banner ads were developed, displayed, and retargeted at customers that visited the socialgas.com website page.

The social media component included creating mobile landing page ads of the ESA Program and displaying them on mobile phones and on Facebook.com. The out-of-home elements (i.e., billboards) included 1,500 rail interior posters and cards. There were also 50 two-sheet ads and 30 dioramas which displayed the "team of contractors" at selected train stations.

For the print element, SoCalGas placed half page ads promoting the ESA Program in the following ethnic print newspapers: Ngoui Viet Daily News, The Korea Daily, The World Journal Los Angeles, Sing Tao, Epoch Times, Asian Journal, CA Journal for Filipino Americans, The Los Angeles Sentinel, The Wave Publication, Our Weekly, LA Watts Times, La Focus, Eastern Group Publications, La Opinion, HOY, La Nueva, San Fernando Valley Sun/EL Sol and El Aviso. The circulation reach for the ethnic community publications each range from 25,500 to 750,000 readers.

During the same time period, SoCalGas worked with the Phelps Agency to arrange for complementary signs in selected grocery stores and pharmacies to further enhance the ESA Program awareness campaign. Two outreach persons will be available at each location on weekends to educate customers on the ESA Program and gather customer leads. The following stores are targeted for grassroots efforts in identified low-income areas: Albertsons, FOOD4LESS, Dollar Tree, Ralphs, Kmart, Smart and Final, Fresco Community, Top Value Market and Rite Aid. These stores were chosen because of the large number of estimated eligible households in the selected Los Angeles county zip codes where they reside.

During the month of October, approximately 600 customers visited the targeted stores and were educated on the ESA Program. Over 270 customers filled out an interest form and requested a call back regarding the ESA program.

E- Newsletter

No E-Newsletter was deployed during the month of October.

Energy Savings Assistance Program - Bill inserts/onserts

No bill insert was deployed during the month of October.

Energy Savings Assistance Program - Direct Mailings

Direct mail campaigns resumed in the month of October, with letters sent to 56,570 CARE enrolled and eligible ESA Program customers. The letter was personalized and available in English and in Spanish. The ESA Program direct mail campaign letters included the customer's account number and ESA Program contractor telephone number to facilitate enrollment. All ESA Program contractors were informed of the targeted zip codes in their respective areas.

Energy Savings Assistance Program - Outbound Dialing

Throughout the month of October, there were two automated voice messaging (AVM) campaigns deployed to 78,555 CARE enrolled English and Spanish

speaking eligible customers for the ESA Program. One of the campaigns presented an option to put customers in direct contact with an ESA Program contractor to make an appointment, while the other campaign arranged for an ESA Program contractor to contact interested customers at a later date. As a result of these campaigns, 1,204 customer leads were generated in the month of October.

Energy Savings Assistance Program - Web Activities

SoCalGas included website links to its Customer Assistance Programs in all of its communications that specifically promotes the ESA Program to customers. For the month of October, 372 customers completed the on-line English language ESA Program request form. The email website link encourages qualifying customers to apply for no-cost home improvements to reduce their monthly gas bills through the SoCalGas' ESA Program.

1.2.2. Customer Assistance Events and Public Affairs/Public Relations Activities for the CARE and ESA Program.

October 3 – Sr. Workshop at the James L. Bruite Center, Rancho Cucamonga

SoCalGas participated in a senior workshop held in the city of Rancho Cucamonga in San Bernardino County. Approximately 75 people who attended the event visited SoCalGas' booth to inquire about its low-income programs. SoCalGas presented information on its ESA, CARE, and Medical Baseline Programs to interested customers in English and Spanish languages.

October 17 – Family Math & Science Night, Overland Elementary School, Culver City

SoCalGas supported the event with 400 CARE children's activity books and crayons. Approximately 40% of the students at the school qualify for free/reduced lunches, increasing the likelihood their families will qualify for CARE.

October 18 – Emergency Preparedness, Westside Center for Independent Living (WCIL), Los Angeles

SoCalGas is piloting a relationship with the Westside Center of Independent Living (WCIL), an organization focused on assisting persons with disabilities. SoCalGas helped sponsor an Open House that was attended by approximately 200 persons. SoCalGas spoke about its low-income programs.

October 20 – 7th Annual Disability Sports Festival, San Bernardino

To assist in reaching out to customers with disabilities that may be eligible for ESA, CARE, and Medical Baseline Programs, SoCalGas' Customer Assistance Programs staff attended the 7th Annual Disability Sports Festival. The event attracted over a thousand attendees and SoCalGas' facilitated education on its Customer Assistance Programs to more than 50 attendees in both English and Spanish languages.

October 20 – Multiple Sclerosis Walk, Bakersfield

SoCalGas participated in the annual Multiple Sclerosis Walk in Bakersfield. SoCalGas was able to assist approximately 30 customers with information on the ESA, CARE, and Medical Baseline Programs.

October 24 – Celebrating Seniors, Los Angeles

SoCalGas participated Los Angeles City Council Member Curren Price's "Celebrating Seniors Luncheon" on October 24, 2013 (Congresswoman Lucille Roybal-Allard also attended). The event was attended by over 1,300 seniors. SoCalGas passed out information on CARE and its Advanced Meter Initiative.

October 24 – Wellness Expo, Saint Barnabas Senior Services

SoCalGas participated in a senior wellness event in conjunction with Saint Barnabas Senior Services. Advertisement for the event encouraged seniors to bring their gas bill (this approach will be tested more frequently in future events). Seniors who were already on the CARE program were reminded to recertify their eligibility when requested. Seniors who were not on the program and who were

eligible, were enrolled online at the event. Approximately 70 low-income seniors attended the event.

October 31 – Radio Campesina “Safe Halloween”, Bakersfield

SoCalGas wrote and recorded a Spanish radio commercial inviting the public to visit the SoCalGas booth at the Safe Halloween event in Bakersfield. This ad aired prior to the event, which was attended by 500 persons. SoCalGas distributed information and giveaways promoting its low-income programs.

1.3. Leveraging Success Evaluation, Including CSD

1.3.1. Please provide a status of the leveraging effort with CSD. What new steps or programs have been implemented? What was the result in terms of new enrollments?

As directed by D.12-08-044, SoCalGas is leveraging with the California Services Department (CSD) on the deployment of leveraging pilots. Through October, SoCalGas sent 8,500 direct mail letters to customers previously served by the ESA Program, raising customer awareness on the potential opportunity to receive a no-cost Solar Water Heater (SWH) through CSD.

SoCalGas is continuing to leverage with Park Water Company, which agreed to co-fund the ESA Program high efficiency washers installed within the two utilities' shared territory. Park Water Company serves the Compton/Willowbrook, Lynwood, and Bellflower/Norwalk water systems. In October, SoCalGas worked with Park Water Company to verify shared customers and appropriate co-funding. Based on the number of shared customers served with high efficiency washers through October, SoCalGas' ESA Program is estimated to receive over \$30,000 of co-funding costs. Currently, SoCalGas is in discussions with other water utilities to establish similar leveraging agreements.

1.4. Workforce Education & Training

1.4.1. Please summarize efforts to improve and expand Energy Savings Assistance Program workforce education and training. Describe steps taken to hire and train low-income workers and how such efforts differ from prior program years.

SoCalGas continued its internal training programs which contributes to the goals of workforce development. SoCalGas provides two areas of training: (1) Enrollment and Assessment (E&A); and (2) ESA Program Operations. The Year-to-Date results are shown in the following tables:

SoCalGas Skill-Level Test Results					
	First Quarter	Second Quarter	Third Quarter	October	YTD Total
Attended Class	65	55	101	9	230
Passed Test	62	44	98	8	212
Pass Rate	95%	80%	97%	89%	92%

After successful completion of the Skill Level Test, the potential outreach specialist attends a mandatory 5-day class that reviews the requirements for enrollment, assessment and in-home education.

SoCalGas 5- Day Enrollment and Assessment Training					
	First Quarter	Second Quarter	Third Quarter	October	YTD Total
Attended Class	75	74	86	0	235
Tested	72	72	86	0	230
Passed Class	68	71	83	0	222
Badged	34	13	10	0	57
Census Attendees	0	0	0	0	0
Retention Rate*	94%	99%	97%	N/A	97%
*Retention Rate is Passed/Tested					

The 5-day class covers utility-specific items related to policies, security processes and overall customer service standards as well as leveraging opportunities with other low-income programs. A final exam must be passed for an outreach specialist to be registered and receive a SoCalGas identification badge. The year-to-date total for badged outreach specialists for SoCalGas is 127. The classes are held at SoCalGas' Energy Resource Center located in Downey, California.

SoCalGas field operations training includes initial individual or group training for new participants in weatherization, inspections, Heating, Ventilation & Air Conditioning (HVAC) and Natural Gas Appliance Testing (NGAT). SoCalGas also provides refresher training primarily to address contractor issues and discuss new measures and procedures that have been implemented into the program. The class sizes typically range from 5 – 35 technicians. The table below shows the number of students that have attended classes in 2013.

Class Type	First Quarter		Second Quarter		Third Quarter		October		YTD Total	
	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students	No of Classes	No of Students
Initial	3	22	4	10	1	9	0	0	8	41
Refreshers	2	9	4	9	3	16	1	3	10	37
NGAT 5-Day	2	21	2	13	0	0	0	0	4	34
Grand Total	7	52	10	32	4	25	1	3	22	112

2. CARE Executive Summary

2.1. CARE Program Summary - October

2.1.1. Please provide CARE program summary costs.

CARE Budget Categories	Authorized Budget	Actual Expenses to Date	% of Budget Spent
Outreach ⁽¹⁾	\$3,845,745	\$3,405,591	89%
Proc., Certification and Verification	\$8,200,213	\$1,074,970	13%
Information Tech./Programming	\$2,669,534	\$383,447	14%
Pilots ⁽¹⁾	\$180,000	\$120,000	67%
Measurement and Evaluation	\$51,484	\$0	0%
Regulatory Compliance	\$234,962	\$252,200	107%
General Administration	\$915,488	\$601,667	66%
CPUC Energy Division Staff	\$60,000	\$13,932	23%
Cooling Centers	N/A	N/A	N/A
Total Expenses	\$16,157,426	\$5,851,806	36%
Subsidies and Benefits	\$129,892,840	\$93,603,968	72%
Total Program Costs and Discounts	\$146,050,266	\$99,455,774	68%

* D. 12-08-was issued on Aug. 30, 2012 and is reflected in this table. Values may not sum to totals due to rounding.

(1) Outreach funds were reduced and recategorized as a Pilot for the SoCalGas share of the CHANGES program. The \$180,000 budget is a "not to exceed" 2013 allocation (SoCalGas 25% share of up to \$60,000/month).

SoCalGas has seen a modest increase in the Regulatory Compliance budget category during 2013. This increase is associated with additional incremental FTEs and/or labor allocations related to staff support positions. SoCalGas will fund shift to cover additional expenses above the amounts assigned to that category according to the fund shifting rules authorized in D.08-12-044.

2.1.2. Please provide the CARE program penetration rate to date.

CARE Penetration		
Participants Enrolled	Eligible Participants	Penetration rate
1,612,495	1,798,002	89.7%

2.2 Outreach

2.2.1 Discuss utility outreach activities and those undertaken by third parties on the utility's behalf. (For additional CARE Outreach see section 1.2.2.).

CARE Telephone Enrollments and Recertification

During October, SoCalGas deployed an AVM campaign to approximately 16,700 customers whose eligibility in the CARE program was about to expire. By the time of this report, approximately 3,500 customers recertified their eligibility via the interactive phone channel.

CARE Web Activity & Enrollments

SoCalGas references its website in virtually all communications.

SoCalGas sends a welcome email to new customers who have a likelihood of being eligible for the CARE program and who have an email address on file.

During October, SoCalGas conducted several email campaigns. First, SoCalGas sent an email reminder to 10,800 customers whose CARE eligibility was close to expiring (this campaign is related to the AVM recertification campaign referenced above). Second, SoCalGas sent an email to 87,000 "likely CARE" customers (this campaign was related to the direct mail campaign to 235,000 customers referenced below). Finally, CARE information was sent electronically to 4,800 customers who received an email reminder regarding seasonal lighting of their pilots. These are customers who have previously requested a service call for pilot lighting season, and were contacted to recommend making a timely appointment.

During October, 6,333 customers used the online CARE application form. The online activity resulted in 2,281 new enrollments and 1,601 customers recertifications of enrollment.

CARE Third-Party Enrollments & Outreach

To reach customers who are missed by traditional outreach (such as bill inserts, phone campaigns, direct mail, and mass media), SoCalGas works with a variety of community-based organizations and also employs a third-party contractor to canvass targeted neighborhoods to enroll customers in CARE. The canvassers are bilingual (English and Spanish), and generated 4,238 applications in October; 3,567 customers were subsequently approved for enrollment into the CARE Program.

SoCalGas also has an agreement with 211 LA County, which is a multilingual referral number for Los Angeles County. Through events and inbound calls, 211 LA County directed needy customers to the CARE Program.

To assist in grassroots outreach in Orange County, Imprenta Communications is continuing door-to-door canvassing. SoCalGas is also continuing its pilot campaign with FOOD Share, a food bank in Oxnard, Ventura County. FOOD Share distributed CARE applications as part of its CalFresh outreach efforts, and SoCalGas has begun to expand this tactic to other food banks in southern and northern Santa Barbara County.

In addition, SoCalGas continues to work with Centro Latino for Literacy to create awareness of low-income programs such as CARE. This organization works with adults in Los Angeles who are Spanish-speaking, but lacking in literacy skills. Because the literacy of hard-to-reach customers remains an ongoing concern for outreach efforts, this engagement allows SoCalGas to work with a community-based organization that is specifically teaching literacy skills to Spanish-speaking adults. SoCalGas is providing collateral and is being allowed to show an online

ad that precedes the computer-based learning of the Spanish-speaking students. As part of the close working relationship, Centro Latino for Literacy provided feedback on the “speed” of the ad. In response to the input that the speed of the market ad was too fast for the Spanish language students, SoCalGas worked with its media partner and developed a specific ad so that students could more readily follow the message. The results of the collaboration have concluded and a new version of the pre-roll commercial is being sent to Centro Latino for Literacy.

SoCalGas initiated a relationship with Saint Vincent Meals on Wheels to reach low-income seniors, especially those who are house-bound. The organization distributes food everyday to 2,700 low-income seniors that live in the Pico Union and central Los Angeles neighborhoods. During October, seniors received SoCalGas CARE giveaways and/or material with their food deliveries. SoCalGas plans to continue this arrangement to distribute fresh materials every month.

CARE Direct Mail Activity and Enrollments

During October, SoCalGas sent a direct mail piece to 235,000 customers with a likelihood of being eligible for the CARE program (as referenced above, if there was an email address associated with the customer’s account, SoCalGas also sent an email to the customer). In addition, based on an assumption that a new customer is possibly more attuned to communication from the utility, SoCalGas continues to send a direct mail piece to all new customers who have a likelihood of being eligible for the CARE program. During October, SoCalGas sent out 17,000 such direct mail pieces.

During the month of October 8,600 customers returned direct mail applications; 4,700 customers were enrolled into the CARE program.

CARE Bill Inserts

This past July, SoCalGas mailed out a bill insert to each residential customer who is not currently on the CARE program. Approximately 2.9 million inserts were sent out to customers. During October 1,900 customers returned the bill insert and 1,000 customers were subsequently enrolled in the program. Based on past experience, there is time delay of several months for a bill insert. This time delay is not based on internal processing, but rather that customers take time to read, complete, and return the application. SoCalGas expects additional results from the bill insert up through the end of the year.

Outreach by Field Employees

Field service employees distribute Customer Assistance Programs flyers to customers when entering the customer's premises. Originally this distribution policy covered the "seasonal light" period (October through February), but the distribution currently continues year round. Field operating bases with a high concentration of low-income customers go through the flyers more quickly than others and the outreach group replenishes those bases with collateral as requested. During October, 100,000 flyers were delivered to SoCalGas operating bases.

CARE Mass Media Campaign

SoCalGas has an ongoing advertising contract with Radio Campesina (KMYX, Bakersfield & KUFW, Visalia) to encourage awareness of customer assistance programs, especially among farmworkers with limited English proficiency. The radio spots are short, 30 second Spanish language ads that run several times a day. SoCalGas also has ongoing Spanish-language newspaper ads in Visalia, (*Nuestro Tiempo*) and Riverside, (*La Prensa Hispana*), and Los Angeles/Orange County (*El Aviso*). These ads are ongoing.

As reported in August, SoCalGas launched a media campaign in three coastal counties with low enrollment rates (Ventura, Santa Barbara, and San Luis

Obispo). SoCalGas launched a similar version of this campaign in October. The campaign will continue through November and perhaps into December. Radio, local ethnic media, digital ads, social media, and other channels are the components of this campaign. Results will be provided in future reports.

Disability Outreach

See Section 1.2.2 “Customer Assistance Events.”

2.2.2. Describe the efforts taken to reach and coordinate the CARE program with other related programs to reach eligible customers.

To ensure continued increases in CARE enrollments and to retain customers already participating in CARE, SoCalGas shares customer enrollment information with other utilities such as the Los Angeles Department of Water and Power (LADWP), Southern California Edison, San Diego Gas & Electric, and Pacific Gas and Electric. During the month of October, 4,739 customers were enrolled in SoCalGas’ CARE program as a result of inter-utility data sharing activities. Additionally, CARE shares data with internal programs such as SoCalGas’ ESA Program and the Gas Assistance Fund. Intra-utility efforts in October generated 3,098 CARE enrollments.

Coordinating the CARE program with other related low-income programs not only results in higher program participation rates, it also can satisfy Post Enrollment Verification (PEV) requirements when customer information is shared with programs such as the Low Income Home Energy Assistance Program (LIHEAP). Since LIHEAP requires upfront proof of income and is a qualifying Categorically Eligible program, once CARE receives LIHEAP customer data, those customers are considered automatically eligible and their “pre enrollment verification“ is used by SoCalGas to meet CARE’s PEV requirements. As a result of leveraging activities during October, 111 LIHEAP customers were enrolled in SoCalGas’ CARE program.

2.3 CARE Recertification Complaints

There were no recertification complaints in October.

3. Appendix: Energy Savings Assistance Program Tables and CARE Tables

ESA Program - Table 1- Program Expenses

ESA Program - Table 2- Program Expenses & Energy Savings by Measures Installed

ESA Program - Table 3- Average Bill Savings per Treated Home

ESA Program - Table 4a- Homes Treated

ESA Program - Table 4b- Homes Unwilling/Unable to Participate

ESA Program - Table 5- Program Customer Summary

ESA Program - Table 6- Expenditures for Pilots and Studies

CARE- Table 1- CARE Overall Program Expenses

CARE- Table 2- CARE Enrollment, Recertification, Attrition, and Penetration

CARE- Table 3a- CARE Post-Enrollment Verification Results (Model)

CARE- Table 3b- CARE Post-Enrollment Verification Results (High Usage)

CARE- Table 4- Self Certification and Re-Certification

CARE- Table 5- Enrollment by County

CARE- Table 6- Recertification Results

CARE- Table 7- Capitation Contractors

CARE- Table 8- Participants as of Month End

CARE- Table 9- Expenditures for the CHANGES Pilot

CARE- Table 10- CHANGES Individual Customer Assistance (detail)

CARE- Table 11- CHANGES Group Customer Assistance (detail)

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 1 - Energy Savings Assistance Program Expenses												
2	Southern California Gas Company												
3	October 2013												
4		Authorized Budget¹			Current Month Expenses²			Year to Date Expenses²			% of Budget Spent YTD		
5	ESA Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Energy Efficiency												
7	Appliances	N/A	\$ 6,449,788	\$ 6,449,788	N/A	\$ 931,966	\$ 931,966	N/A	\$ 10,131,607	\$ 10,131,607	N/A	157%	157%
8	Domestic Hot Water	N/A	\$ 15,460,812	\$ 15,460,812	N/A	\$ 30,300	\$ 30,300	N/A	\$ 8,874,330	\$ 8,874,330	N/A	57%	57%
9	Enclosure	N/A	\$ 40,418,299	\$ 40,418,299	N/A	\$ 266,246	\$ 266,246	N/A	\$ 22,087,781	\$ 22,087,781	N/A	55%	55%
10	HVAC	N/A	\$ 18,006,083	\$ 18,006,083	N/A	\$ 346,578	\$ 346,578	N/A	\$ 11,214,914	\$ 11,214,914	N/A	62%	62%
11	Maintenance	N/A	\$ 2,496,293	\$ 2,496,293	N/A	\$ (167,036)	\$ (167,036)	N/A	\$ 1,256,989	\$ 1,256,989	N/A	50%	50%
12	Lighting	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
13	Miscellaneous	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
14	Customer Enrollment	N/A	\$ 20,746,914	\$ 20,746,914	N/A	\$ 717,217	\$ 717,217	N/A	\$ 12,058,710	\$ 12,058,710	N/A	58%	58%
15	In Home Education	N/A	\$ 2,517,638	\$ 2,517,638	N/A	\$ 16,260	\$ 16,260	N/A	\$ 1,280,611	\$ 1,280,611	N/A	51%	51%
16	Pilot	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
17	Energy Efficiency TOTAL	N/A	\$ 106,095,827	\$ 106,095,827	N/A	\$ 2,141,531	\$ 2,141,531	N/A	\$ 66,904,942	\$ 66,904,942	N/A	63%	63%
18													
19	Training Center	N/A	\$ 663,921	\$ 663,921	N/A	\$ 29,067	\$ 29,067	N/A	\$ 243,745	\$ 243,745	N/A	37%	37%
20	Inspections	N/A	\$ 3,063,896	\$ 3,063,896	N/A	\$ 25,345	\$ 25,345	N/A	\$ 1,450,883	\$ 1,450,883	N/A	47%	47%
21	Marketing and Outreach	N/A	\$ 1,272,007	\$ 1,272,007	N/A	\$ 170,905	\$ 170,905	N/A	\$ 808,622	\$ 808,622	N/A	64%	64%
22	Statewide Marketing Education and Outreach	N/A	\$ 100,000	\$ 100,000	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
23	Measurement and Evaluation Studies	N/A	\$ 91,667	\$ 91,667	N/A	\$ -	\$ -	N/A	\$ -	\$ -	N/A	0%	0%
24	Regulatory Compliance	N/A	\$ 295,333	\$ 295,333	N/A	\$ 21,339	\$ 21,339	N/A	\$ 254,296	\$ 254,296	N/A	86%	86%
25	General Administration	N/A	\$ 5,891,204	\$ 5,891,204	N/A	\$ 404,434	\$ 404,434	N/A	\$ 3,961,647	\$ 3,961,647	N/A	67%	67%
26	CPUC Energy Division	N/A	\$ 86,000	\$ 86,000	N/A	\$ 545	\$ 545	N/A	\$ 5,971	\$ 5,971	N/A	7%	7%
27													
28	TOTAL PROGRAM COSTS	N/A	\$117,559,855	\$ 117,559,855	N/A	\$ 2,793,165	\$ 2,793,165	N/A	\$ 73,630,106	\$ 73,630,106	N/A	63%	63%
29	Funded Outside of ESA Program Budget												
30	Indirect Costs				N/A	\$ 227,271	\$ 227,271	N/A	\$ 2,486,899	\$ 2,486,899			
31	NGAT Costs					\$ 41,805	\$ 41,805		\$ 1,988,887	\$ 1,988,887			
32													
33	¹ The authorized budget does not include funds shifted from previous years and/or prior program cycles. In July, 2013, SoCalGas increased the PY 2013 Appliances budget by \$7,436,002 over the budget authorized in D.12-08-044, resulting in a total PY2013 Appliances budget of \$13,885,790. This shift was necessary in order to allow for contract value increases undertaken in July to meet anticipated demand. SCG determined the revised PY 2013 Appliance budget based on the total authorized 2012-2014 budget for the sub-category less 2012 actual expenditures for the sub-category. The revised PY 2013 Appliances budget is funded from unspent 2012 balance of \$27,991,278.												
34	² In September, 2013, SoCalGas increased its PY 2013 Energy Efficiency budget by \$4,582,226 among the Domestic Hot Water, Enclosure, HVAC, Maintenance, Customer Enrollment, and In Home Education subcategories. The shift was required in order to fund contract value increases for vendors providing Enrollment & Assessment, Weatherization, and HVAC services. The shift is funded from the unspent 2012 balance of \$27,991,278. With the July shift described in footnote 1, the total Energy Efficiency budget has been increased to \$118,114,055 from \$106,095,827, and the total ESA Program budget for 2013 has been increased to \$129,578,083 from \$117,559,855.												
35													
36	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	
1	Energy Savings Assistance Program Table 2								
2	Program Expenses & Energy Savings by Measures Installed								
3	Southern California Gas Company								
4	October 2013								
5	Year-To-Date Completed & Expensed Installation								
6	Measures	Units	Quantity Installed	kWh⁴ (Annual)	kW⁵ (Annual)	Therms (Annual)	Expenses⁷ (\$)	% of Expenditure	
7	Appliances								
8	High Efficiency Clothes Washer	Each	13,727			374,747	\$10,373,043	16%	
9	Refrigerators	Each							
10	Microwaves ⁶	Each							
11	Domestic Hot Water								
12	Water Heater Blanket	Home	3,625			16,973	\$186,459	0%	
13	Low Flow Shower Head	Home	74,899			331,250	\$3,037,274	5%	
14	Water Heater Pipe Insulation	Home	3,047			9,271	\$61,408	0%	
15	Faucet Aerator	Home	73,340			105,967	\$1,097,939	2%	
16	Water Heater Repair/Replacement	Each	1,445			-	\$1,111,170	2%	
17	Thermostatic Shower Valve	Each	84,084			1,143,542	\$3,380,080	5%	
18	Enclosure								
19	Air Sealing / Envelope ¹	Home	65,943			237,998	\$16,911,253	25%	
20	Attic Insulation	Home	4,951			36,911	\$5,176,530	8%	
21	HVAC								
22	FAU Standing Pilot Conversion	Each	38			1,596	\$11,074	0%	
23	Furnace Repair/Replacement	Each	8,696			-	\$9,335,175	14%	
24	Room A/C Replacement	Each							
25	Central A/C replacement	Each							
26	Heat Pump Replacement	Each							
27	Evaporative Cooler (Replacement)	Each							
28	Evaporative Cooler (Installation)	Each							
29	Duct Testing and Sealing	Home	1,798			-	\$1,868,665	3%	
30	Maintenance								
31	Furnace Clean and Tune	Home	19,883			47,595	\$1,256,989	2%	
32	Central A/C Tune up	Home							
33	Lighting								
34	Compact Fluorescent Lights (CFL)	Each							
35	Interior Hard wired CFL fixtures	Each							
36	Exterior Hard wired CFL fixtures	Each							
37	Torchiere	Each							
38	Occupancy Sensor	Each							
39	LED Night Lights	Each							
40	Miscellaneous								
41	Pool Pumps	Each							
42	Smart Power Strips	Each							
43	New Measures								
44									
45	Pilots								
46									
47	Customer Enrollment								
48	Outreach & Assessment	Home	81,804				\$12,001,226	18%	
49	In-Home Education	Home	82,194				\$1,004,393	2%	
50									
51	Total Savings/Expenditures						2,305,851	\$66,812,678	
52									
53	Households Weatherized ²		80,816						
54									
55	Households Treated								
56	- Single Family Households Treated	Home	61,272						
57	- Multi-family Households Treated	Home	16,811						
58	- Mobile Homes Treated	Home	3,721						
59	Total Number of Households Treated			81,804					
60	# Eligible Households to be Treated for PY³		136,836						
61	% of Households Treated		60%						
62	- Master-Meter Households Treated	Home	6,714						
63									
64	¹ Envelope and Air Sealing Measures may include outlet cover plate gaskets, attic access weatherization, weatherstripping - door, caulking and								
65	minor home repairs. Minor home repairs predominantly are door jamb repair / replacement, door repair, and window putty.								
66	² Weatherization may consist of attic insulation, attic access weatherization, weatherstripping - door, caulking, & minor home repairs								
67	³ Based on Attachment H of D.12-08-044								
68	⁴ All savings are calculated based on the following sources:								
69	ECONorthwest. "Impact Evaluation of the 2009 CA Low Income Energy Efficiency Program, Final Report." June 16, 2011.								
70	⁵ Costs exclude support costs that are included in Table 1.								
71	⁶ Microwave savings are from ECONorthWest Studies received in December of 2011								
72	⁷ The Total Savings/Expenditures amount does not include credits, expenses, or required adjustments for this period in various IO's								
73	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B
1	Energy Savings Assistance Program Table 3 - Average Bill	
2	Savings per Treated Home	
3	Southern California Gas Company	
4	October 2013	
4	Year-to-Date Installations - Expensed	
5	Annual kWh Savings	n/a
6	Annual Therm Savings	2,305,851
7	Lifecycle kWh Savings	n/a
8	Lifecycle Therm Savings	23,508,390
9	Current kWh Rate	n/a
10	Current Therm Rate	0.55
11	Number of Treated Households	81,804
12	Average 1st Year Bill Savings / Treated households	\$ 15.57
13	Average Lifecycle Bill Savings / Treated Household	\$ 133.34
14		
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.	

	A	B	C	D	E	F	G
1	Energy Savings Assistance Program Table 4a - Energy Savings Assistance Program						
2	Homes Treated						
3	Southern California Gas Company						
4	October 2013						
5	County	Eligible Households			Households Treated YTD		
6		Rural	Urban	Total	Rural	Urban	Total
7	Fresno	12	10,967	10,979	25	1,187	1,212
8	Imperial	18,445	10	18,455	900	5	905
9	Kern	28,576	13,930	42,507	2,961	684	3,645
10	Kings	13,263	16	13,278	1,661	1	1,662
11	Los Angeles	2,435	1,105,335	1,107,770	476	39,259	39,735
12	Orange	4	240,830	240,834	0	5,646	5,646
13	Riverside	131,941	107,027	238,968	1,188	9,939	11,127
14	San Bernardino	1,009	174,362	175,371	162	9,564	9,726
15	San Luis Obispo	18,517	12,083	30,600	897	0	897
16	Santa Barbara	1,116	38,447	39,564	552	435	987
17	Tulare	46,685	10,914	57,600	4,342	918	5,260
18	Ventura	2,270	57,561	59,831	139	863	1,002
19	Total	264,273	1,771,483	2,035,756	13,303	68,501	81,804
20							
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	Energy Savings Assistance Program Table 4b - Homes Unwilling / Unable to Participate								
2	Southern California Gas Company								
3	October 2013								
4		Reason Provided							
5	County	Customer Declined Program Measures or is Non-Responsive	Customer Unavailable - Scheduling Conflicts	Hazardous Environment (unsafe/unclean)	Insufficient feasible Measures	Ineligible Dwelling - Prior Program Participation	Household Income Exceeds Allowable Limits	Unable to Provide Required Documentation	Other
6	Fresno	38	2		3	1	1		3
7	Imperial	7			61		11	16	1
8	Kern	117			4	1	59	2	4
9	Kings	35	2		1	2	10	1	2
10	Los Angeles	1,690	21		525	23	920	644	148
11	Orange	287	2		50	18	155	78	26
12	Riverside	360	14		46	6	312	195	43
13	San Bernardino	750	31		46	3	309	406	71
14	San Luis Obispo	5	2				6		3
15	Santa Barbara	38	1		6	1	11	6	2
16	Tulare	118	4		38	37	396	1	23
17	Ventura	34	1		10	2	25	6	4
18									
19	Total	3,479	80	-	790	94	2,215	1,355	330
20									
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q
1	Energy Savings Assistance Program Table 5 - Energy Savings Assistance Program Customer Summary																
2	Southern California Gas Company																
3	October 2013																
4		Gas & Electric				Gas Only				Electric Only				Total			
5		# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)			# of Household Treated by Month	(Annual)		
6	2013		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW		Therm	kWh	kW
7	January	0	N/A	N/A	N/A	0	146,991	N/A	N/A	N/A	N/A	N/A	N/A	0	0	N/A	N/A
8	February	0	N/A	N/A	N/A	6,512	224,106	N/A	N/A	N/A	N/A	N/A	N/A	6,512	224,106	N/A	N/A
9	March	0	N/A	N/A	N/A	8,441	269,981	N/A	N/A	N/A	N/A	N/A	N/A	8,441	269,981	N/A	N/A
10	April	0	N/A	N/A	N/A	9,139	261,258	N/A	N/A	N/A	N/A	N/A	N/A	9,139	261,258	N/A	N/A
11	May	0	N/A	N/A	N/A	9,767	278,286	N/A	N/A	N/A	N/A	N/A	N/A	9,767	278,286	N/A	N/A
12	June	0	N/A	N/A	N/A	10,312	317,071	N/A	N/A	N/A	N/A	N/A	N/A	10,312	317,071	N/A	N/A
13	July	0	N/A	N/A	N/A	11,575	296,818	N/A	N/A	N/A	N/A	N/A	N/A	11,575	296,818	N/A	N/A
14	August	0	N/A	N/A	N/A	10,071	188,562	N/A	N/A	N/A	N/A	N/A	N/A	10,071	188,562	N/A	N/A
15	September	0	N/A	N/A	N/A	5,756	322,779	N/A	N/A	N/A	N/A	N/A	N/A	5,756	322,779	N/A	N/A
16	October	0	N/A	N/A	N/A	10,231	0	N/A	N/A	N/A	N/A	N/A	N/A	10,231	0	N/A	N/A
17	November																
18	December																
19	YTD	N/A	N/A	N/A	N/A	81,804	2,305,851	N/A	N/A	N/A	N/A	N/A	N/A	81,804	2,305,851	N/A	N/A
20																	
21	Figures for each month are YTD. December results should approximate calendar year results. Therms and kWh savings are annual figures. Total Energy Impacts for all fuel types should equal YTD energy impacts that are reported every month Table 2.																
22	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	Energy Savings Assistance Program Table 6 - Expenditures for Pilots and Studies												
2	Southern California Gas Company												
3	October 2013												
4		Authorized 3-Year Budget			Current Month Expenses			Expenses Since Jan. 1, 2013			% of 3-Year Budget Expended		
5		Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Pilots												
7	none												
8	Studies												
9	Impact Evaluation	N/A	\$ 150,000	\$ 150,000	N/A	0	0	N/A	0	0	N/A	0	0
10	Needs Assessment	N/A	\$ 175,000	\$ 175,000	N/A	0	0	N/A	0	0	N/A	0	0
11	Energy Education	N/A	\$ 75,000	\$ 75,000	N/A	0	0	N/A	0	0	N/A	0	0
12	Multifamily	N/A	\$ 100,000	\$ 100,000	N/A	0	0	N/A	0	0	N/A	0	0
13	Total Studies	N/A	\$ 500,000	\$ 500,000	N/A	0	0	N/A	0	0	N/A	0	0
14													
15	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Table 1 - CARE Program Expenses												
2	Southern California Gas Company												
3	October 2013												
4		Authorized Budget¹			Current Month Expenses			Year to Date Expenses			% of Budget Spent YTD		
5	CARE Program:	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total	Electric	Gas	Total
6	Outreach	\$ -	\$ 3,845,745	\$ 3,845,745	\$ -	\$ 514,169	\$ 514,169	\$ -	\$ 3,405,591	\$ 3,405,591	NA	89%	89%
7	Processing / Certification Re-certification	\$ -	\$ 4,456,213	\$ 4,456,213	\$ -	\$ 95,894	\$ 95,894	\$ -	\$ 792,387	\$ 792,387	NA	18%	18%
8	Post Enrollment Verification	\$ -	\$ 3,744,000	\$ 3,744,000	\$ -	\$ 15,665	\$ 15,665	\$ -	\$ 282,583	\$ 282,583	NA	8%	8%
9	IT Programming	\$ -	\$ 2,669,534	\$ 2,669,534	\$ -	\$ 47,060	\$ 47,060	\$ -	\$ 383,447	\$ 383,447	NA	14%	14%
10	Cooling Centers	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0	NA
11													
12	Pilots	\$ -	\$ 180,000	\$ 180,000	\$ -	\$ 30,000	\$ 30,000	\$ -	\$ 120,000	\$ 120,000	NA	67%	67%
13													
14	Measurement and Evaluation	\$ -	\$ 51,484	\$ 51,484	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	NA	0%	0%
15	Regulatory Compliance	\$ -	\$ 234,962	\$ 234,962	\$ -	\$ 32,866	\$ 32,866	\$ -	\$ 252,500	\$ 252,500	NA	107%	107%
16	General Administration	\$ -	\$ 915,488	\$ 915,488	\$ -	\$ 4,784	\$ 4,784	\$ -	\$ 601,667	\$ 601,667	NA	66%	66%
17	CPUC Energy Division	\$ -	\$ 60,000	\$ 60,000	\$ -	\$ 1,271	\$ 1,271	\$ -	\$ 13,932	\$ 13,932	NA	23%	23%
18													
19	SUBTOTAL MANAGEMENT COSTS	\$ -	\$ 16,157,426	\$ 16,157,426	\$ -	\$ 741,709	\$ 741,709	\$ -	\$ 5,851,806	\$ 5,851,806	NA	36%	36%
20													
21	CARE Rate Discount	\$ -	\$ 129,892,840	\$ 129,892,840	\$ -	\$ 6,693,613	\$ 6,693,613	\$ -	\$ 93,603,968	\$ 93,603,968	NA	72%	72%
22													
23	TOTAL PROGRAM COSTS AND CUSTOMER DISCOUNTS	\$ -	\$ 146,050,266	\$ 146,050,266	\$ -	\$ 7,435,322	\$ 7,435,322	\$ -	\$ 99,455,774	\$ 99,455,774	NA	68%	68%
24													
25	Other CARE Rate Benefits												
26	- DWR Bond Charge												
27	- CARE PPP Exemption				\$ -	\$ 824,551	\$ 824,551	\$ -	\$ 13,633,448	\$ 13,633,448			
28	- California Solar Initiative												
29	- kWh Surcharge Exemption												
30	Total Other CARE Rate				\$ -	\$ 824,551	\$ 824,551	\$ -	\$ 13,633,448	\$ 13,633,448			
31													
32	Indirect Costs				\$ -	\$ 120,803	\$ 120,803	\$ -	\$ 1,036,479	\$ 1,036,479			
33													
34	¹ Pursuant to D.12-08-044, budgets have been updated to reflect the authorized 2013 budget amounts.												
35	Note: Adjustment made to CARE PPP Exemption in April due to rate change (-714,440).												
36	² In October, the Regulatory Compliance category budget has been increased by \$75,000 to \$309,962 from \$234,962. This increase is to fund additional incremental FTEs												
37	and/or labor allocations related to staff support positions and is consistent with 2012 levels. The shift is funded from General Administration category, decreased to \$840,488 from \$915,488.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y				
1	CARE Table 2 - Enrollment, Recertification, Attrition, & Penetration																												
2	Southern California Gas Company																												
3	October 2013																												
4		New Enrollment										Recertification					Attrition (Drop Offs)				Enrollment								
5		Automatic Enrollment				Self-Certification (Income or Categorical)				Capitation	Total New Enrollment (E+I+J)	Scheduled	Non-Scheduled (Duplicates)	Automatic	Total Recertification (L+M+N)	No Response to Recert	Failed PEV	Failed Recertification	Other	Total Attrition (P+Q+R+S)	Gross (K+O)	Net Adjusted (K-T)	Total CARE Participants	Estimated CARE Eligible	Penetration Rate % (W/X)				
6	2013	Inter-Utility ¹	Intra-Utility ²	Leveraging ³	Combined (B+C+D)	Online	Paper	Phone	Combined (F+G+H)																				
7	January	5,843	2,411	332	8,586	2,574	17,081	118	19,773	1	28,360	27,764	21,066	11,330	60,160	17,137	3,030	1,070	2,877	24,114	88,520	4,246	1,653,606	1,794,060	92.2%				
8	February	5,876	2,541	310	8,727	4,344	25,750	13	30,107	15	38,849	9,085	12,913	9,979	31,977	13,900	4,053	1,047	23,785	42,785	70,826	-3,936	1,649,670	1,794,060	92.0%				
9	March	5,445	3,600	388	9,433	3,532	12,144	18	15,694	15	25,142	16,061	18,047	12,869	46,977	10,876	2,961	527	11,144	25,508	72,119	-366	1,649,304	1,794,060	91.9%				
10	April	4,969	3,196	402	8,567	2,404	12,333	7	14,744	14	23,325	8,509	15,933	10,764	35,206	8,192	2,386	481	9,988	21,047	58,531	2,278	1,651,582	1,797,772	91.9%				
11	May	4,948	3,164	396	8,508	2,363	12,304	6	14,673	10	23,191	12,112	13,388	9,666	35,166	8,587	2,972	453	11,642	23,654	58,357	-463	1,651,119	1,797,772	91.8%				
12	June	5,115	2,421	362	7,898	2,420	13,885	2	16,307	22	24,227	23,555	21,985	7,600	53,140	10,572	3,326	327	17,810	32,035	77,367	-7,808	1,643,311	1,797,772	91.4%				
13	July	5,918	2,906	464	9,288	2,545	19,068	11	21,624	19	30,931	29,998	25,820	8,988	64,806	15,797	3,276	542	15,900	35,515	95,737	-4,584	1,638,727	1,795,429	91.3%				
14	August	4,061	3,390	385	7,836	3,277	15,347	4	18,628	15	26,479	29,890	16,595	8,301	54,786	15,247	3,414	607	15,863	35,131	81,265	-8,652	1,630,075	1,795,429	90.8%				
15	September	6,287	2,763	243	9,293	2,198	11,030	5	13,233	1	22,527	25,892	17,370	9,840	53,102	12,832	4,341	370	16,374	33,917	75,629	-11,390	1,618,685	1,795,429	90.2%				
16	October	4,739	3,098	111	7,948	2,082	15,862	1	17,945	15	25,908	35,182	17,799	9,358	62,339	14,387	2,272	532	14,995	32,186	88,247	-6,278	1,612,495	1,798,002	89.7%				
17	November																												
18	December																												
19	YTD Total	53,201	29,490	3,393	86,084	27,739	154,804	185	182,728	127	268,939	218,048	180,916	98,695	497,659	127,527	32,031	5,956	140,376	305,892	766,598	-36,953	1,612,495	1,798,002	89.7%				
20																													
21	¹ Enrollments via data sharing between the IOUs.																												
22	² Enrollments via data sharing between departments and/or programs within the utility.																												
23	³ Enrollments via data sharing with programs outside the IOU that serve low-income customers.																												
24	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.																												

	A	B	C	D	E	F	G	H	I
1	CARE Table 3A - Post-Enrollment Verification Results (Model)								
2	Southern California Gas Company								
3	October 2013								
4	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
5	January	1,653,606	5,282	0.32%	3,104	227	3,331	63.06%	0.201%
6	February	1,649,670	5,359	0.32%	2,798	235	3,033	56.60%	0.184%
7	March	1,649,304	6,207	0.38%	3,159	228	3,387	54.57%	0.205%
8	April	1,651,582	6,973	0.42%	3,851	250	4,101	58.81%	0.248%
9	May	1,651,119	8,847	0.54%	5,469	377	5,846	66.08%	0.354%
10	June	1,643,311	885	0.05%	219	25	244	27.57%	0.015%
11	July	1,638,727	5,258	0.32%	3,179	359	3,538	67.29%	0.216%
12	August	1,630,075	5,501	0.34%	10	339	349	6.34%	0.021%
13	September	1,618,685	3,900	0.24%	4	74	78	2.00%	0.005%
14	October	1,612,495	1,283	0.08%	5	3	8	0.62%	0.000%
15	November								
16	December								
17	YTD Total	1,612,495	49,495	3.07%	21,798	2,117	23,915	48%	1.48%
18									
19	¹ Includes customers verified as over income or who requested to be de-enrolled.								
20	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
22	YTD adjustments.								
23									
24	CARE Table 3B Post-Enrollment Verification Results (High Usage)								
25	not applicable to SoCalGas								
26	2013	Total CARE Households Enrolled	Households Requested to Verify	% of CARE Enrolled Requested to Verify Total	CARE Households De-enrolled (Due to no response)	CARE Households De-enrolled (Verified as Ineligible) ¹	Total Households De-enrolled ²	% De-enrolled through Post Enrollment Verification	% of Total CARE Households De-enrolled
27	January								
28	February								
29	March								
30	April								
31	May								
32	June								
33	July								
34	August								
35	September								
36	October								
37	November								
38	December								
39	YTD Total	0	0	0.00%	0	0	0	0.00%	0.00%
40									
41	¹ Includes customers verified as over income, who declined to participate in ESA, or who requested to be de-enrolled.								
42	² Verification results are tied to the month initiated. Therefore, verification results may be pending due to the time permitted for a								
43	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect								
	YTD adjustments.								

	A	B	C	D	E	F	G
1	CARE Table 4 - CARE Self-Certification and Self-Recertification Applications						
2	Southern California Gas Company						
3	October 2013						
4		Provided¹	Received	Approved²	Denied³	Pending/Never Completed⁴	Duplicates⁵
5	Total (Y-T-D)	5,045,208	485,514	326,050	27,308	37,458	94,698
6	Percentage		100%	67%	6%	8%	20%
7	¹ An estimated number that includes customers whom were provided with CARE self-certification and self-recertification application via direct mail, email, phone, bill insert, door-to-door delivery, utility personnel, and through outreach events. ² Approved includes customers who are approved through mail-in, via web, by phone, and through duplicated applications. ³ Customers are denied due to not being CARE eligible, not customer of record, or not the customer's primary residence. ⁴ Pending/Never Completed includes closed accounts, incomplete applications, and customers of other utilities who are not SoCalGas customers. ⁵ Duplicates are customers who are already enrolled in CARE and mail in another CARE application. SoCalGas treats them as recertification applications. Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						
8							
9							
10							
11							
12							
13							

	A	B	C	D	E	F	G	H	I	J
1	CARE Table 5 - Enrollment by County									
2	Southern California Gas Company									
3	October 2013									
4	County	Estimated Eligible Households			Total Households Enrolled			Penetration Rate		
5		Urban	Rural	Total	Urban	Rural	Total	Urban	Rural	Total
6	Fresno	10,589	12	10,601	10,793	17	10,810	102%	143%	102%
7	Imperial	0	16,807	16,807	15	13,196	13,211	N/A	79%	79%
8	Kern	13,038	27,679	40,717	10,362	27,046	37,408	79%	98%	92%
9	Kings	18	13,025	13,043	18	13,982	14,000	98%	107%	107%
10	Los Angeles	950,402	2,415	952,817	859,323	1,155	860,478	90%	48%	90%
11	Orange	199,952	0	199,952	159,195	19	159,214	80%	0%	80%
12	Riverside	101,534	125,582	227,115	89,832	113,944	203,776	88%	91%	90%
13	San Bernardino	160,571	973	161,545	162,896	782	163,678	101%	80%	101%
14	San Luis Obispo	10,577	17,770	28,347	4,421	12,312	16,733	42%	69%	59%
15	Santa Barbara	34,098	1,067	35,165	28,012	664	28,676	82%	62%	82%
16	Tulare	10,738	45,773	56,511	11,202	45,395	56,597	104%	99%	100%
17	Ventura	53,410	1,974	55,383	46,496	1,418	47,914	87%	72%	87%
18										
19	Total	1,544,926	253,076	1,798,002	1,382,565	229,930	1,612,495	89%	91%	89.7%
20										
21	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.									

	A	B	C	D	E	F	G	H
1	CARE Table 6 - Recertification Results							
2	Southern California Gas Company							
3	October 2013							
4	2013	Total CARE Households	Households Requested to Recertify	% of Households Total (C/B)	Households Recertified	Households De-enrolled	Recertification Rate % (E/C)	% of Total Households De-enrolled (F/B)
5	January	1,653,606	25,278	1.53%	19,581	10,515	77%	0.64%
6	February	1,649,670	24,627	1.49%	19,032	10,015	77%	0.61%
7	March	1,649,304	36,122	2.19%	25,725	15,773	71%	0.96%
8	April	1,651,582	42,081	2.55%	26,801	19,051	64%	1.15%
9	May	1,651,119	31,773	1.92%	18,756	15,069	59%	0.91%
10	June	1,643,311	33,356	2.03%	20,181	15,497	61%	0.94%
11	July	1,638,727	40,640	2.48%	22,253	14,705	55%	0.90%
12	August	1,630,075	33,758	2.07%	16,672	789	49%	0.05%
13	September	1,618,685	36,000	2.22%	7,843	376	22%	0.02%
14	October	1,612,495	32,936	2.04%	2,037	90	6%	0.01%
15	November							
16	December							
17	YTD	1,612,495	336,571	20.87%	178,881	101,880	53%	6.32%
18								
19	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.							

	A	B	C	D	E	F	G
1	CARE Table 7 - Capitation Contractors						
2	Southern California Gas Company						
3	October 2013						
4		Contractor Type				Year-to-Date	
5	Contractor Name¹	Private	CBO	WMDVBE	LIHEAP	Current Month	Year-to-Date
6	Community Action Partnership of Orange County		X	X	X	0	0
7	ELA Communications Energy ED Program		X			0	0
8	PACE – Pacific Asian Consortium in Employment		X	X	X	0	0
9	Proteus, Inc.		X			0	0
10	Community Pantry of Hemet		X			0	0
11	Community Action Partnership of San Bernardino		X		X	1	9
12	LA Works		X			1	1
13	Children’s Hospital of Orange County		X			0	0
14	The Companion Line		X			0	0
15	Across Amer Foundation		X			0	0
16	All Peoples Christian Center		X			0	0
17	LA County 211		X			0	0
18	YMCA Montebello-Commerce		X			0	0
19	Sr. Citizens Emergency Fund I.V., Inc.		X			0	0
20	Coachella Valley Housing Coalition		X			0	0
21	HABBM		X			0	0
22	Second Harvest Food Bank of Orange County		X			0	0
23	Southeast Community Development Corp.		X			0	0
24	Latino Resource Organization		X			0	0
25	Independent Living Center of Southern California		X			0	0
26	Community Action Partnership - Kern County		X			0	0
27	El Concilio del Condado de Ventura		X			0	0
28	Ventura Cty Comm Human		X			0	0
29	Blessed Sacrament Church		X			0	1
30	Starbright Management Services		X			0	0
31	Hernandad Mexicana		X			0	0
32	CSET		X			0	2
33	Crest Forest Family and Community Service		X			0	0
34	CUI – Campesinos Unidos, Inc.		X	X	X	0	0
35	Veterans in Community Service		X	X	X	0	0
36	Chinatown Service Center		X			1	19
37	Koreatown Youth and Community Center		X			0	0
38	MEND		X			0	0
39	Armenian Relief Society		X			0	0
40	Catholic Charities of LA – Brownson House		X			0	0
41	BroadSpectrum		X			0	0
42	OCCC, Inc. (Orange County Community Center)		X			0	3
43	Green Light Shipping	X				0	0
44	APAC Service Center		X			12	92
45	Visalia Emergency Aid Council		X			0	0
46	Total Enrollments					15	127
47							
48	¹ All capitation contractors with current contracts are listed regardless of whether they have signed up customers or submitted invoices this year.						
49	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

	A	B	C	D	E	F	G	H	I
1	CARE Table 8 - Participants as of Month-End								
2	Southern California Gas Company								
3	October 2013								
4	2013	Gas and Electric	Gas Only	Electric Only	Total	Eligible Households	Penetration	% Change	Total Residential Accounts
5	January	n/a	1,653,606	n/a	1,653,606	1,794,060	92.2%	6.0%	100%
6	February	n/a	1,649,670	n/a	1,649,670	1,794,060	92.0%	-0.2%	100%
7	March	n/a	1,649,304	n/a	1,649,304	1,794,060	91.9%	0.0%	100%
8	April	n/a	1,651,582	n/a	1,651,582	1,797,772	91.9%	0.1%	100%
9	May	n/a	1,651,119	n/a	1,651,119	1,797,772	91.8%	0.0%	100%
10	June	n/a	1,643,311	n/a	1,643,311	1,797,772	91.4%	-0.5%	100%
11	July	n/a	1,638,727	n/a	1,638,727	1,795,429	91.3%	-0.3%	100%
12	August	n/a	1,630,075	n/a	1,630,075	1,795,429	90.8%	-0.5%	100%
13	September	n/a	1,618,685	n/a	1,618,685	1,795,429	90.2%	-0.7%	100%
14	October	n/a	1,612,495	n/a	1,612,495	1,798,002	89.7%	-0.4%	100%
15	November								
16	December								
17	YTD		1,612,495	n/a	1,612,495	1,798,002	89.7%	-0.4%	100%
18	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.								
19									

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	CARE Program Table 9 - Expenditures for CHANGES Pilot												
2	Southern California Gas Company												
3	October 2013												
4		Authorized 3-Year Budget	Current Month Expenses	Expenses Since Jan. 1, 2013	% of 2013-14 Budget Expended								
5		Total	Total	Total	Total								
6	Pilots												
7	CHANGES	\$180,000	\$0	\$120,000	67%								
8	Total Pilots	\$180,000	\$0	\$120,000	67%								
9													
10	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.												

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P
1	CARE Table 10 CHANGES One-on-One Customer Assistance Sessions															
2	Through August 2013 - Southern California Gas Company															
3	(Provide Cumulative Data from January, 2013 through end of Reporting Month)															
4	All Data Provided by the CHANGES Contractor Except Columns F, G, H, I and P which will be completed by the Utilitie															
5	Date (2)	CHANGES Participants' Self-Identified language of preference	Description of the session content identifying service provided. (e.g., utility bill assistance, utility bill dispute resolution, and other energy related issues)	Description of each contact made with that customer's utility until a resolution is reached	If on CARE, How initially enrolled		Number of Enrollments Through CHANGES CBOs' Assistance Confirmed by IOU (1)			Customers Receiving Assistance with Bill Payment Plans (initiated or modified) by the CHANGES CBOs			Customers Receiving Assistance with Utility Bill Disputes, including bill modification, by the CHANGES CBO		Calls to Dedicated 800 # Recorded by IOU	
6					#	How Enrolled	CARE	FERA	Medical Baseline	#	Dedicated Toll Free Number Used		#	Dedicated Toll Free Number Used		
7											1=Yes 0=No	Reason 800# Not Used		1=Yes 0=No		Reason 800# Not Used
8	4/3/2013	English	Educated on CARE/FERA	Not Available	1	GAF	0	Not Applicable	0	0	0	0	0	0	0	0
9	4/3/2013	English	Gas Assistance Fund Application Assistance Educated on energy assistance programs	Not Available	1	IVR	0	Not Applicable	0	0	0	0	0	0	0	0
10	4/3/2013	English	Gas Assistance Fund Application Assistance Bill Education Educated on Energy efficiency/ Conservation	Not Available	0	Invalid account #	0	Not Applicable	0	0	0	0	0	0	0	0
11	4/3/2013	English	Gas Assistance Fund Application Assistance Bill Education	Not Available	1	LIHEAP	0	Not Applicable	0	0	0	0	0	0	0	0
12	4/3/2013	Chinese/Cantonese	Gas Assistance Fund Application Assistance Educated on Energy efficiency/ Conservation	Not Available	1	Bill insert	0	Not Applicable	0	0	0	0	0	0	0	0
13	6/26/2013	English	Energy Assistance Fund Application Educated on energy assistance programs	Not Available	0	Invalid account #	0	Not Applicable	0	0	0	0	0	0	0	0
14	7/24/2013	English	Energy Assistance Fund Application Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	0	Invalid account #	0	Not Applicable	0	0	0	0	0	0	0	0
15	8/15/2013	Japanese	Restore Service	Not Available	0	Not CARE	0	Not Applicable	0	0	0	0	0	0	0	0
16	8/29/2013	Spanish	Set Up/Change Payment Plan	Not Available	1	Edison	0	Not Applicable	0	0	0	0	0	0	0	0
17	9/5/2013	Chinese/Cantonese	HEAP/LIHeap Application Assistance	Not Available	1	Rate transfer	0	Not Applicable	0	0	0	0	0	0	0	0
18	9/5/2013	Vietnamese	HEAP/LIHeap Application Assistance Educated on avoiding disconnection Bill Education Educated on Energy efficiency/ Conservation	Not Available	1	Edison	0	Not Applicable	0	0	0	0	0	0	0	0
19	9/9/2013	Spanish	Educated on CARE/FERA Educated on Energy efficiency/ Conservation	Not Available	1	Direct Mail	0	Not Applicable	0	0	0	0	0	0	0	0
20	9/11/2013	Spanish	Educated on Energy efficiency/ Conservation	Not Available	1	SoCalGas customer service	0	Not Applicable	0	0	0	0	0	0	0	0
21	9/13/2013	Chinese/Cantonese	HEAP/LIHeap Application Assistance Educated on energy assistance programs	Not Available	1	SoCalGas customer service	0	Not Applicable	0	0	0	0	0	1	0	1
22	9/19/2013	Chinese/Cantonese	HEAP/LIHeap Application Assistance Educated on Energy efficiency/ Conservation Educated on energy assistance programs	Not Available	1	Bill insert	0	Not Applicable	0	0	0	0	0	1	0	1
23	9/20/2013	Spanish	Educated on CARE/FERA Set Up/Change Payment Plan	Not Available	1	Direct Mail	0	Not Applicable	0	0	0	0	0	0	0	0
24	9/26/2013	Vietnamese	HEAP/LIHeap Application Assistance Educated on avoiding disconnection Bill Education Educated on Energy efficiency/ Conservation	Not Available	1	SoCalGas customer service	0	Not Applicable	0	0	0	0	0	0	0	0
25	Current Month Total				13		0	Not Applicable	0	0			0	2		54
26	Year-to-Date Total				13		0	Not Applicable	0	0			0	2		341
27																
28	1 Enrollment may occur in the subsequent month to the contact during to time required for IOU processing. Enrollment may not be linked to the specific one-on-one visit.															
29	The contractor will provide customer account information to the utilities to facilitate utility provision of data in Columns F, G, H, and I.															
30	Detailed information for Column C available through table provided by SHE organization.															
31	2 Table reflects new monthly activity and may include information from prior months not previously reported.															
32	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.															

	A	B	C	D	E	F	G
1	CARE Table 11 CHANGES Group Customer Assistance Sessions						
2	Through October 2013 - Southern California Gas Company						
3	(Provide Cumulative Data from January , 2013 through end of Reporting Month)						
4	All Data Provided by the CHANGES Contractor						
5				Session Logistics			
6	Date	Session Language	Description of Service Provided (g.g. utility bill assistance, utility bill dispute resolution, and other energy related issues)	# of Sessions	Length (Hours)	Number of Attendees	Description of Information/Literature Provided
7							
8							
9							
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31							
32							
33							
34							
35							
36							
37	Current Month Total			0		0	
38	Year-to-Date Total						
39							
40	Note: Any required corrections/adjustments are reported herein and supersede results reported in prior months and may reflect YTD adjustments.						

Data not available